

ADMINISTRATIVE - INTERNAL USE ONLY

OIT-0348-88
15 April 1988

MEMORANDUM FOR: Deputy Director for Administration

FROM: Edward J. Maloney
Director of Information Technology

SUBJECT: Reducing Transactional Costs

REFERENCE: Your memorandum dated 9 March 1988;
Same subject (DDA 88-0536)

1. We have reviewed the administrative procedures affecting our business transactions and have developed several ideas for reducing costs and increasing effectiveness. Most of these ideas involve expanding upon previous improvements or extending them into new areas.

a. Increase from \$1,000 to \$2,000 the limit on approval of awards by component heads. This would reduce further the bureaucracy associated with awards and would encourage the reward and motivation of deserving employees.

b. Streamline the handling of service requests to DA components by expanding the automation of request forms. For example, providing online forms in the AIM system for external training and conferences, as with the existing system for internal training requests (Form 73), could provide for electronic tracking of requests, prevent the loss of hardcopy forms, and reduce routing delays. We have found that the online processing of our own Form 4340, Request for Data and Voice Services, is an efficient method of handling customer service requests. Agency-wide implementation, planned for the near future, will enhance our ability to respond to customers in a timely fashion.

c. Clarify policies governing procurement of Agency equipment. For example, establishing workable emanation standards for the acquisition and deployment of workstation equipment would simplify and expedite the procurement and installation process.

ADMINISTRATIVE - INTERNAL USE ONLY


ADMINISTRATIVE - INTERNAL USE ONLY

d. Improve the prioritization of requests for data and voice services within each directorate. This would enable us to concentrate our efforts on priority items and would help improve the turnaround time on both routine and priority requests.

e. Eliminate requirements for PRA/MPA. We support the work we understand is being done in this area by the Office of Logistics. Our operations could be made considerably more effective, for example, if we could maintain a flexible PC inventory for the Agency. We could provide equipment out of stock against receipt of customer funds, and use the funds for purchasing appropriate replenishment equipment as technology continues to change.

2. We appreciate this opportunity to give you our thoughts on reducing the cost of doing business. We look forward to receiving the ideas submitted by our customers concerning how we can serve them more efficiently. With the ideas we have generated about our own internal operations during this review, we expect the input from our customers to help us make our activities significantly more effective.

STAT


For Edward J. Maloney

ADMINISTRATIVE - INTERNAL USE ONLY

SUBJECT: Reducing Transactional Costs

STAT D/OIT (15 Apr 88)

Distribution:

- Orig & 1 - Addressee
- 1 - ~~D/OIT Chrono~~
- 3 - OIT Registry
- 1 - MSD Chrono

ADMINISTRATIVE - INTERNAL USE ONLY

C - O - P - Y

DDA 88-0536
9 March 1988

MEMORANDUM FOR: Executive Director
Deputy Director for Intelligence
Deputy Director for Operations
Deputy Director Science and Technology
Inspector General
General Counsel
Comptroller

FROM: R. M. Huffstutler
Deputy Director for Administration

SUBJECT: Reducing Transactional Costs

1. The Directorate of Administration is currently reviewing its internal procedures for a wide array of activities--procurement, finance, awards, space planning, etc., with a hope of streamlining our dealings with your organizations. If we can facilitate routine business, it will serve you as customers and our own personnel who ultimately must provide services. I would appreciate your help and advice.

2. Please propose any areas which your personnel believe require excessive time, paperwork, or coordination to obtain goods or services from our Directorate of Administration. Please include on your list any authorities resident in the DA that you believe should be delegated or reassigned to your organization. I will explore each of these with a view to making the Agency operate more effectively.

3. I would appreciate a response by 15 April.

R. M. Huffstutler

C - O - P - Y

ADMINISTRATIVE - INTERNAL USE ONLY